

Wisconsin Department of Health Services

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 0010354	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED C 02/07/2019
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NAME OF PROVIDER OR SUPPLIER PRO HEALTH CARE REGENCY SENIOR COM I	STREET ADDRESS, CITY, STATE, ZIP CODE 13750 WEST NATIONAL AVENUE NEW BERLIN, WI 53151
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U 000 INITIAL COMMENTS

On 02/05/2019, Surveyor conducted a standard survey and one complaint investigation at ProHealth Care Regency Senior Community New Berlin.

Two deficiencies were identified.

One complaint was unsubstantiated.

Census: 78

U 134 89.23(4)(d)1. SERVICES

PROVIDER QUALIFICATIONS.

Staff training.

All facility staff shall have training in safety procedures, including fire safety, first aid, universal precautions and the facility's emergency plan, and in the facility's policies and procedures relating to tenant rights.

This Rule is not met as evidenced by:
Based on record review and interview, the facility did not ensure all facility staff had training in first aid and the facility's emergency plan for 2 of 2 staff records reviewed.

Findings include:

On 02/05/2019, Surveyor conducted a standard survey.

Surveyor reviewed Personal Attendant C and D's

U 000

U 134

Post survey Administrator A did further review of Attendant C and Attendant D's files. Administrator A found evidence that Attendant C and Attendant D were trained on safety, fire, first aid, universal precautions, and the facility's emergency plan. Due to the surveyor's difficulty in locating these training records Administrator A will conduct a thorough

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

STATE FORM

TITLE

(X6) DATE

Campus Administrator 6-10-19

6899

LQ6U11

If continuation sheet 1 of 4

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U 134	Continued From page 1 records for training. Example 1 Personal Attendant C Personal Attendant C was hired on 09/15/2012. His/her record showed no evidence of training for first aid or facility emergency plan. Example 2 Personal Attendant D Personal Attendant D was hired on 06/22/2009. His/her record showed no evidence of training in facility emergency plan. On 02/05/2019, Surveyor interviewed Administrator A who stated all staff should be trained in fire safety, first aid, universal precautions, facility's emergency plan, and tenant rights before providing tenant care. Summary: The facility did not ensure all facility staff had training in first aid and the facility's emergency plan for 2 of 2 staff records reviewed.	U 134	review of all employee files and be certain that all training records are organized and readily available for reviews. If files are missing training data these employees will be trained in those areas that are required but not evidenced in files. Review of all files and the subsequent required trainings that are found upon review along with the appropriate documentation will be completed no later than August 1, 2019.		
U 268	89.34(17) TENANT RIGHTS Rights of tenants. A tenant of a residential care apartment complex shall have all the rights listed in this section. These rights in no way limit or restrict any other rights of the individual under the U.S. Constitution, civil rights legislation or any other applicable statute, rule or regulation. Tenant rights are all of the following:	U 268	Personal Attendant C did not use proper hand August hygiene in administering medications to tenants at 2019 the time of the survey. Facility has acquired hand sanitizer gloves, and disposable med cups to use during medication		

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U 268 Continued From page 2

(17) SAFE ENVIRONMENT. To a safe environment in which to live.

This Rule is not met as evidenced by:
Based on observation and interview, the facility did not ensure tenants right to a safe environment in which to live when hand hygiene was not practiced during medication pass.

Findings include:

On 02/05/2019, Surveyor conducted a standard survey.

Surveyor observed Personal Attendant C during noon med pass in the Attended Dining Room. He/she did not wash/sanitize his/her hands or wear gloves while administering medications to 4 successive tenants.

Personal Attendant C unlocked medication cart, obtained 1 tablet of Tylenol, and re-locked medication cart. Using his/her fingers, he/she placed the Tylenol tablet on the table in front of Tenant 3. Personal Attendant looked through the Medication Administration Record (MAR) binder. Personal Attendant C then unlocked medication cart, obtained 1 tablet of Amoxicillin, re-locked medication cart, and administered the Amoxicillin to Tenant 2 by placing the Amoxicillin on the table in front of Tenant 2 with his/her fingers. Personal Attendant C signed Tenant 2's MAR. He/she then unlocked medication cart, obtained 1.5 tablets of Carbi/Levo, and re-locked the medication cart. Using his/her fingers, he/she set the 1.5 tablets of Carbi/Levo on the table in front of Tenant 4. Personal Attendant C signed Tenant 4's MAR. Personal Attendant C then unlocked medication

U 268 administration. Health staff that administer medications will be retrained in the implementation of appropriate hand hygiene while administering medications with documentation of this training to their files. Administrator A and the Health Services Director will review current medication administration policies to be certain that universal precautions are present in the policy with specific directions for adherence to Universal Precautions while administering meds. The retraining of staff process has begun, along with the documentation to the staff files accordingly. Review of the current medication administration policies is underway as well. All corrective retraining, documentation, and policy changes will be complete by August 1, 2019.

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U 268	<p>Continued From page 3</p> <p>cart, obtained 1 tablet of Glipizide, re-locked the medication cart, and administered the Glipizide to Tenant 5 by using his/her fingers to set the 1 tablet of Glipizide tablet on the table in front of Tenant 5.</p> <p>Surveyor discussed hand hygiene during medication administration with Administrator A. He/she stated that Personal Attendant C was nervous due to Surveyors presence during the noon medication pass. Administrator A stated he/she will emphasize importance of hand hygiene with all staff.</p> <p>Summary:</p> <p>The facility did not ensure tenants right to a safe environment in which to live when hand hygiene was not practiced during medication pass.</p>	U 268		